

## **PARTICIPANT FREQUENTLY ASKED QUESTIONS ABOUT JUICE CONTRACT IMPLEMENTATION**

### **1. Why is WIC doing a rebate on juices and limiting the choices?**

**Response:** The WIC program decided to do a rebate on juices because the money received from this rebate was needed to help support WIC participation in California. In this situation, we have rebate contracts for each flavor and form and that is why we can only offer a certain number of juices.

### **2. Why can I not get the purple grape juice in a bottle?**

**Response:** The juice manufacturing company that won the rebate contract did not bid a purple grape juice in the ready to drink form. However, you can choose the contracted frozen purple grape juice at your next clinic visit.

### **3. What is in blended juices?**

**Response:** We have two types of blended juices- blended vegetable and blended fruit.

Blended Vegetable—It usually consists of a variety of vegetables which include tomato, celery, carrots...

Blended Fruit juice – It varies a great deal. The blended fruit juice that we are offering is ready-to-drink (RTD) Apple-Grape that is a blend of those two juices. The blended fruit juice authorized in the frozen form is mainly grape juice but depending on which specific one you select, it will have Peach, Raspberry, Pear or Cranberry juice in small quantities.

### **4. Is Vegetable Juice Cocktail really juice?**

**Response:** The rebated vegetable juice cocktail is 100% juice. However, the industry also uses the term “cocktail” for juice drinks that are not 100% juice. Juice cocktails are different from 100% vegetable juice cocktail, because most cocktails are more like punch or juice-ades, and may have only 10 to 20 percent juice. They are not allowed on WIC. For WIC juices, look on the label to make sure the product says 100% juice. Only the bottles with the approved symbol on the bottle cap are allowed (see the Shopping Guide).

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- 5. I was told that I have to buy the store brand orange juice or vegetable juice cocktail, but the store brand juice doesn't have the symbol on the cap that my Shopping Guide shows. What should I do?**

**Response:** Some stores may carry one of the private label brands with the symbol on the cap. Look for the brand with the symbol on the cap. If you cannot find the juice with the correct symbol on the cap, then ask the store manager. It may be that this store has chosen to carry a full line of juices in the frozen form and thus does not have to carry all the juices in the ready to drink (RTD) form. If this is the case, you will have to return to the clinic and exchange your check for a different store or if you have an "AAG" check you just need to shop at a different authorized WIC grocery store.

- 6. Can I buy Langer's Orange Juice Plus in a plastic bottle with the new juice check?**

**Response:** No. The only orange juice you can buy with the new juice check is the regular Langer's frozen Orange Juice or the store brand/ private label shelf-stable bottled juice with the approved symbol on the cap, as stated on the food instrument and shown in the Shopping Guide. Because this is a rebate contract, we must assure the manufacturers that we are purchasing only the contracted products.

- 7. Can I buy Hansen's Apple-Grape Juice and not the Hansen's Apple-Grape plus Calcium with the new juice checks?**

**Response:** No, you can only buy the juice specifically stated on the new juice check. Hansen's Apple-Grape Plus Calcium is the only one allowed on the new juice check for shelf-stable bottled blended fruit juice.

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**8. Which of your juices are kosher?**

Please refer to the table below. This list will be updated as changes occur.

<b>Kosher Juices</b>			
<b>Form (container)</b>	<b>Type (flavor)</b>	<b>Lines</b>	<b>Vendor</b>
<b>Frozen Concentrate</b> Juice (11.5 or 12 ounces)			
	Orange		Langers
	Apple		Langers
	Pineapple		Old Orchard
<b>Form (container)</b>	<b>Type (flavor)</b>	<b>Lines</b>	<b>Vendor</b>
<b>Shelf Stable</b> Ready-to-drink (RTD) Juice (64 ounces)	Pineapple		Langers
	Vegetable		Cliffstar
	Orange		Cliffstar

**9. I want to buy shelf stable RTD purple grape juice with the new check for juice. However, the check only lists white grape juice. What should I do?**

**Response:** You cannot buy RTD purple grape juice, because white grape juice is the only one that the manufacturer bid, and it is the only one allowed on the new juice check for shelf-stable bottled grape juice. However, you can request the contracted frozen grape juice at your next WIC appointment.

**10. My checks were issued before July 12, 2004. Can I buy the blended fruit juice?**

**Response:** No, the old juice checks do not list blended juices as an allowable choice.

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**11. My store does not have the brand of juice that I used to buy with WIC checks. Can I select from the new list of juices?**

**Response:** If your WIC checks were issued before July 12, 2004 you may select off the old Shopping Guide or the new Shopping Guide, except you cannot buy the blended fruit juice with the old WIC checks. If you have new checks, you must purchase the brand that is listed.

**12. My store does not carry the flavor of contract juice that is printed on my check. What should I do?**

**Response:** You should call your local agency and inform them of the situation. Your local agency will advise you of your next step.